Emergency Housing Vouchers: Coordinated Entry and Community Success

Webinar Logistics

- This is session is being recorded. Recording will be shared at: https://www.hud.gov/ehv

- All participants are muted. If you are having trouble connecting your computer audio, you can call in using the following information:

  - +1 646 558 8656

  - Webinar ID: XXX XXXX XXX

  - Passcode: XXXXXX

- Please submit your questions in the Q&A box

- If you are having technical issues, please send a chat message to Laura Harris

Welcome and Introductions

- Welcome
- Technical Assistance Providers
  - Corporation for Supportive Housing (CSH)
  - Technical Assistance Collaborative (TAC)
- Today's Presenters & Panelists
  - Janis Ikeda, Senior Program Manager, CSH
  - Micah Snead, Senior Program Manager, CSH
  - Hannah Roberts, Senior Program Manager, CSH
  - Joan Domenech, Program Manager, CSH

Overview of EHV Training Series

Date/Time	TA Topic
May 11 3-4pm EDT	EHV Program Overview
May 12 2:30pm - 4pm EDT	EHVs for CoCs
May 13 3pm - 4:30pm EDT	Partnerships for EHVs
May 18 3pm – 4:30pm EDT	Strategy for Targeting EHVs and Related Resources
May 20 3pm – 4:30pm EDT	Pairing Services and EHVs
May 25 **3pm – 4:30pm EDT**	**Coordinated Entry and EHVs**
June 1 3pm – 4:30pm EDT	Making the Most of EHV Waivers

Poll – Who is Listening in Today?

❑Public Housing Agency (PHA)

❑Continuum of Care (CoC)

❑Victim Service Provider (VSP)

❑Other

Overview

- The Emergency Housing Voucher (EHV) program is not the HCV program – many differences

- PIH Notice 2021-15 outlines these differences
  - Waivers allowed by EHV and CARES Act statutes
  - New requirements and opportunities

- Notice includes the requirement that PHAs partner with the Continuum of Care (CoC) or other homeless or victim services providers to assist qualifying families through a direct referral process

- Today's webinar will focus on how communities can update their coordinated entry process to advance equity and assess, prioritize, and refer people to the EHV program

Today's Agenda

Learning Objective: Attendees will be equipped to update Coordinated Entry (CE) policies and procedures for equitably assessing households and making direct referrals to PHAs. Attendees will also be able to identify opportunities to advance equity within their housing crisis response systems and increase CE capacity to handle EHV referrals with strategies for expediting referrals.
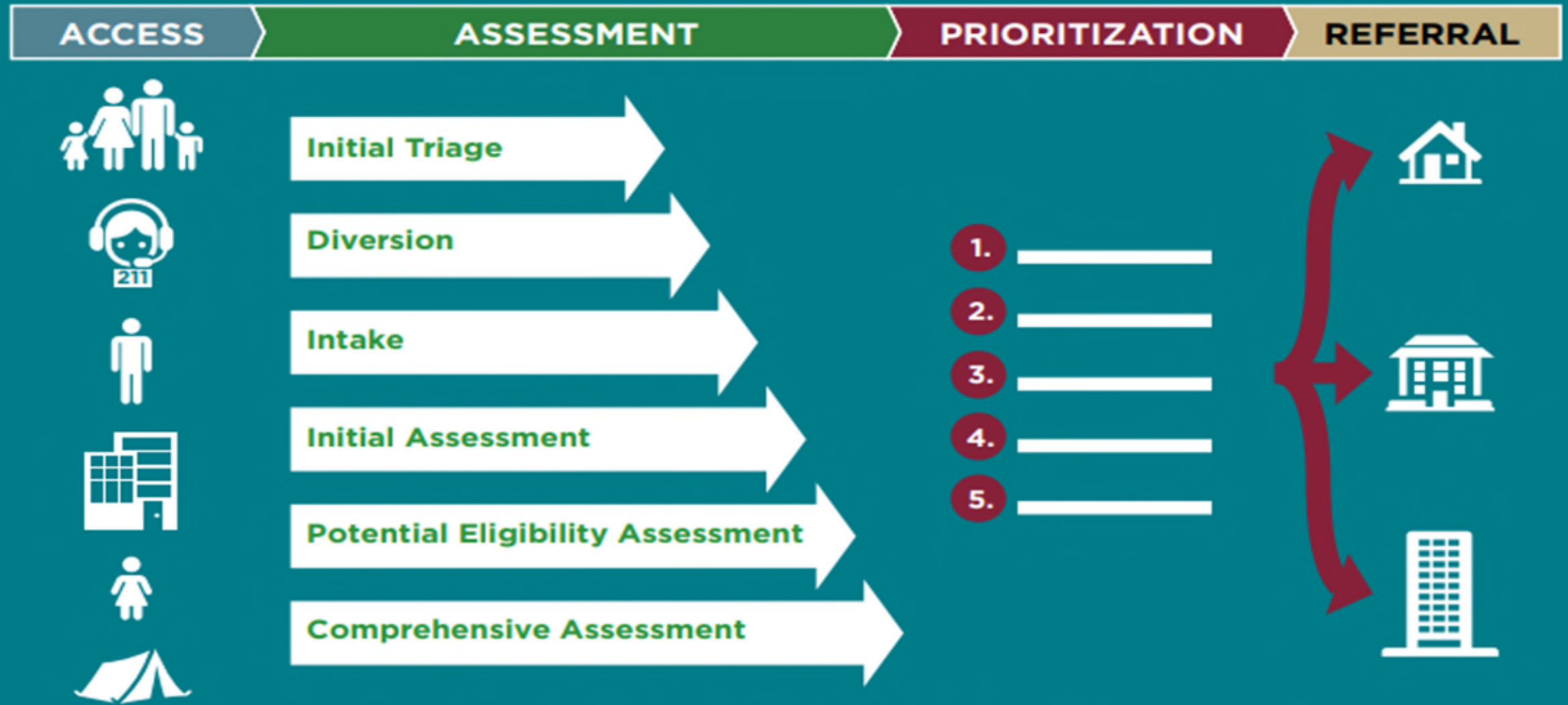
Agenda:

- Equity and Inclusion in Coordinated Entry
- EHV Coordinated Entry Requirements
- Coordinated Entry Planning
- Ensuring Access
- Assessing Eligible and Prioritized Households
- Making Successful Referrals
- Implementation and Improvement

Definitions

- What is a Continuum of Care (CoC)?
  - A regional or local planning body that coordinates housing and services funding for homeless families and individuals.
  - Specific offerings in each community vary, but CoC-funded services may include Street Outreach, Emergency Shelter, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing.

- What is a Coordinated Entry (CE) System?
  - A centralized or coordinated assessment system covers the geographic area of the CoC, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.
  - Communities can evaluate and adjust their Coordinated Entry prioritization policies based on evolving information and circumstances, including new or improved data, changing needs, and available resources.

Coordinated Entry Core Elements

| ACCESS | ASSESSMENT | PRIORITIZATION | REFERRAL |

- Initial Triage
- Diversion
- Intake
- Initial Assessment
- Potential Eligibility Assessment
- Comprehensive Assessment

1.
2.
3.
4.
5.

The figure above shows how coordinated entry's core elements might relate to one another.

Equity & Inclusion in Coordinated Entry

The Bigger Picture

- Emergency Housing Vouchers present a historic opportunity to address racial and other inequities with your community and connect some of your most vulnerable populations with permanent housing. PHAs, CoCs, and other key stakeholders should work together to determine how to strategically target EHVs and services to best address unmet needs in the community.

- We must not perpetuate inequity in the name of crisis or urgency. Being intentional about understanding how resource allocation decisions impact racial equity, reducing barriers, and checking biases and assumptions about who can succeed in EHVs will help us avoid mistakes and missed opportunities as we build this new program together.

Importance of Racial Equity Considerations

EHVs and other new resources provide an opportunity to close the gap on current inequities driven by structural and systemic racism, as well as inequities faced by historically marginalized populations, such as people with disabilities and LGBTQ+ individuals.

	% Total US Population, 2019*	% People experiencing homelessness, 2019**
Black or African American People	13.4%	40%
Hispanic/Latinx	18.5%	22%
American Indian, Alaska Native, Native Hawaiian, or Pacific Islander	1.5%	7.2%

*US Census Bureau, Population estimates, July 1, 2019 (V2019)
**HUD, 2019 AHAR Part 1

Racial Equity and Coordinated Entry

- CE processes and tools can perpetuate and compound racial inequities, or they can be used intentionally to advance racial equity.

- In 2019, the C4 Innovations' (C4's) Racial Equity Initiatives team released the [Coordinated Entry System Racial Equity Analysis of Assessment Data](#), which documented that the tools often conceived to be best practices in assessing housing needs do not ensure racial equity across our most disenfranchised communities.

- For strategies to advance equity and dismantle embedded racism in CE assessment and prioritization processes, see: [Advancing Racial Equity through Assessments and Prioritization](#)

Inclusive Planning & Decision-Making

- The processes for making any changes related to Coordinated Entry (and any other parts of the homeless assistance system) and should be *inclusive* – meaning the people who are most impacted by the decision, policy, program, etc. are involved in the planning. People who will have unique expertise to guide your planning and decision-making include:

  - People of color (POC), who are disproportionately impacted by homelessness and COVID-19.

  - People with lived experience (PWLE) - those who have experienced or are currently experiencing homelessness.

Engaging POC and PWLE in the Planning Process

- Tap into existing advocacy groups: PHA Resident Advisory Boards, CoC Board members and committees with lived expertise, including Youth Action Boards.

- Engage a diverse range of agencies and staffing roles, including culturally-specific organizations, those with POC and/or LGBTQ leadership, and those with trusted relationships with people experiencing homelessness.

- Create new employment positions and paid opportunities for PWLE to support EHV planning and implementation.

- Engage program participants who have lived experience with shelter, RRH, PSH, and other relevant programs.

- For more, see: [Integrating Persons with Lived Experience in our Efforts to Prevent and End Homelessness](#)

EHV Coordinated Entry Requirements

Overview of EHV CE Requirements - Referrals

- PHAs *must* accept referrals for EHVs directly from the CE System. The PHA must also take direct referrals from outside the CoC CE system **if**:

  - (1) The CE system does not have a sufficient number of eligible households to refer to the PHA, or

  - (2) The CE system does not identify households that may be eligible for EHV assistance because they are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking

- In the cases of (1) or (2), the PHA must enter into a partnership to receive direct referrals from an appropriate entity, such as a Victim Services Provider (VSP) or an anti-trafficking provider.

Overview of EHV CE Requirements – Referrals (cont.)

- PHAs can issue a voucher outside of the direct referral process from the CE System or other partnering organizations in order to facilitate an emergency transfer in accordance with the Violence Against Women Act (VAWA) as outlined in the PHA's Emergency Transfer Plan.
- CoCs, VSPs, and any other partnering agencies making direct referrals to the PHA must verify (and provide supporting documentation to confirm) the referred household meets one of the four eligibility criteria.
- For more on identifying key partners and roles, see [Partnerships for EHVs Webinar](#)

Memorandum of Understanding (MOU) Requirement

- PHAs that agree to accept EHVs must enter into a Memorandum of Understanding (MOU) with a partnering CoC no later than **July 31, 2021**.

- The roles and responsibilities of the PHA, CoC, and other partners, including but not limited to the CoC making direct referrals of families to the PHA though the CE system, must be included in the MOU.

- A sample MOU template is included in Attachment 2 of the EHV Operating Requirements Notice.

Priority Populations

- **HUD strongly encourages communities to take into account the comparative health risks of COVID-19 when identifying strategies for prioritization** among and within the different eligible populations, and especially the needs of people living in environments where practicing social distancing or taking other preventive measures is challenging (e.g. unsheltered situations, congregate shelters, time-limited non-congregate shelters).

- Those at greatest risk for severe impact from COVID-19 include: people of color, especially Black and Indigenous people; older adults; and those with underlying health conditions.

- For more on identifying priority populations, see: Strategy for Targeting EHVs and Related Resources

Planning Together

- The requirement for PHAs to accept direct Coordinated Entry referrals will, in most cases, require PHAs and CoCs to work together in a way that they have not before. Tips for successful planning:
  - Build on work you have done together in the past and use lessons learned to improve your approach for EHVs
  - Respect the deep expertise and strengths that MOU partners bring to the table and build a structure for coordination that leverages those strengths

Planning Together (Cont.)

- Utilize community stakeholders with expertise on equity considerations to guide your analysis and decision-making.
- Ensure people of color, people with disabilities, LGBTQ+, and other impacted populations are owners, planners, and decision-makers.
- Use the MOU to clearly document roles, responsibilities, timelines, goals, and expectations around the referral process.

Key Steps to Update CE for EHVs

- Inclusive Planning and Collaboration

- Make updates as needed to help the Coordinated Entry system meet three goals:

  - **Ensure Equitable Access** to CE

  - **Assess** eligible and prioritized households

  - Make **Successful Referrals**

- Implementation and Continuous Quality Improvement

Note for CoCs

If you have concerns about the capacity of your Coordinated Entry system, please reach out to ehv@hud.gov, your HUD Field Office, or TA providers you are currently working with. We can work with you to identify potential sources of funding or to give technical assistance to help streamline the process.

Coordinated Entry and EHV Planning

Plan for Success

- Assess your system:
  - Are marginalized populations represented in your planning team and leadership?
  - Do you have an active, prioritized, by-name list of EHV-eligible, prioritized, and interested participants ready to refer? If not, what would it take to get there?
  - Do you have the capacity and tools to identify and assess EHV-eligible and prioritized populations?
  - Are there partner agencies that could help the CoC identify and assess specific prioritized populations?
  - Do you currently make direct referrals to any PHAs? If not, do you have an idea of what that process could look like?

Plan for Success (Cont.)

- Think Around Corners

  - Identify processes that can or must be simplified to reduce time and increase staff capacity. Leverage available EHV, CoC, ESG, and HOPWA waivers and COVID-response funding like ESG-CV and Treasury's ERA to ensure all necessary services are available.

  - Explore and document how changes to the CE system will impact other projects like Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH).

Plan for Success – Center Considerations of Equity

- Work to understand local inequities in Coordinated Entry-related outcomes. Useful resources:

  - Data & Equity: Using the Data you Have

  - Stella P Race and Ethnicity Analysis Guide

- Conduct a **Racial Equity Impact Assessment** to examine how different racial and ethnic groups will likely be affected by proposed changes to Coordinated Entry related to Emergency Housing Vouchers and identify ways to advance equity. See Equity as the Foundation for more.

Plan for Success: Equity and Fair Housing

- Be intentional in combating impediments to Fair Housing and maximizing opportunities to expand housing choice for people of color, people with disabilities, LGBTQ+ individuals, and other historically marginalized populations.

- Collaborate on strategies such as establishing payment standards that increase the pool of available high-quality, accessible units located in areas of opportunity and use landlord incentives to persuade landlords to lower barriers to entry.

From Planning to Action

- Actions you can initiate, invest in, or reinforce now to improve your Coordinated Entry processes:

  - Use your CE evaluation process to identify discriminatory practices, whether intentional or based on implicit bias, and consider the impact of external sources of discrimination and bias on participants' movement through CE to EHVs, such as discrimination by private-market landlords.

  - Develop and collect a standardized set of data that can be used to understand disparities and inequities within your system. Consider what type of [data sharing you'll need between PHAs and CoCs](#) to collaborate and analyze data more effectively.

Poll – Where are you generally in your EHV planning?

☐ Just met (or imminently meeting) my CoC/PHA

☐ PHA accepted vouchers and ready to work on MOU

☐ Strong PHA-CoC Partnership, will add to or update our existing process to accommodate this new resource

☐ What's EHV?

Ensuring Access

Ensuring Access

- To ensure eligible and prioritized populations access the EHV program, PHAs and CoCs should collaborate with people with lived experience, people of color, and people from other historically marginalized populations to identify and plan around historical and current barriers, which may include:

  - Communication
  - Trust
  - Geography and Transportation
  - Technology

  - Lack of Coverage
  - Safety
  - Immigration Status
  - Disparate Impact

Ensuring Access - Communication

- Simplify, streamline, and ensure constant and clear communication internally and externally on the how, what, where, when, and why of the EHV program.

- Ensure that information is provided in appropriate accessible formats as needed (e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters, accessible website and other accessible electronic communications).

- You must also take reasonable steps to ensure meaningful access for persons with limited English proficiency (LEP).

- Word travels farther by ear than by foot. Reach across geographic gaps through media and public awareness and ensure applicants can reach you through direct contacts in communities, online, by phone, etc.

Ensuring Access - Partnerships

- Lack of CE coverage in an area is a burden for the system, not the applicants. Cover your gaps by connecting with city/county governments, courts, education systems, etc., who can help potential applicants connect to your system.

- Outreach, engage, and collaborate with partner agencies and people known to your eligible populations to build trust for and with the PHA and referring agencies. Consider how you will intentionally target the needs of people facing high COVID transmission and health risks due to being in congregate shelters, time-limited non-congregate shelters, and in unsheltered situations.

Ensuring Access – Lower Barriers

- Use technology to your advantage but don't make it a requirement for applicants. You may be able to address coverage or capacity gaps with technology like accessible websites, automated answering or calling systems, mass notification systems via e-mail and texting, etc., but do not over rely on these, especially if you see trends of underutilization.

- Online applications should be as simple as possible and require as little information as necessary to allow a live follow-up and requests for further info/documentation. Find local partners who can connect online applicants with information instead of providing cold referrals to websites or hotlines.

Ensuring Access – Be Trauma-Informed

- Consider how to make entry and access procedures, assessments, and other processes as strengths-based and trauma-informed, including [racial trauma-informed](), as possible.

- Ensure that staff understand how trauma may be impacting households that present for assessment, and how to conduct assessments using strengths-based, trauma-informed approaches.

- Communicate clear, written protocols and guidance on how to best respond and refer when individuals disclose experiences of violence. Process must allow services to operate with as few barriers to entry as possible and provide survivor-driven choice.

Meet People Where They Are, Literally

- Whether through the formal MOU or leveraging other partnerships, identify roles and responsibilities for implementation and evaluation of outreach and access
  - How are Street Outreach, Emergency Shelter, Rapid Rehousing, Permanent Supportive Housing, VSP, drop-in centers, and other housing and homelessness providers being informed and engaging their participants?
  - Once accessed, how will participants remain in contact through a case manager, CE navigator, call center, drop-in center, technology, or other as they move through the process?
  - Ensure prioritized participants are engaged with services so they can maintain whatever stability is possible for them while they are moving toward an EHV.

Expand Access Capacity

- Front-line staff, whether employed directly or working with a partnering agency, must have a baseline for quality communication and implementation. Identify and provide needed training on the EHV program and other best practices like racial equity, trauma-informed care, implicit bias, and Housing First.

Engaging and Training Staff

- Engage and train access and assessment staff and housing navigators to ensure clear understanding of the priority population, requirements, and processes for EHVs

- Consider hiring/training additional staff who are trusted by people experiencing homeless and people of color in your community to ensure equitable access and referral processes

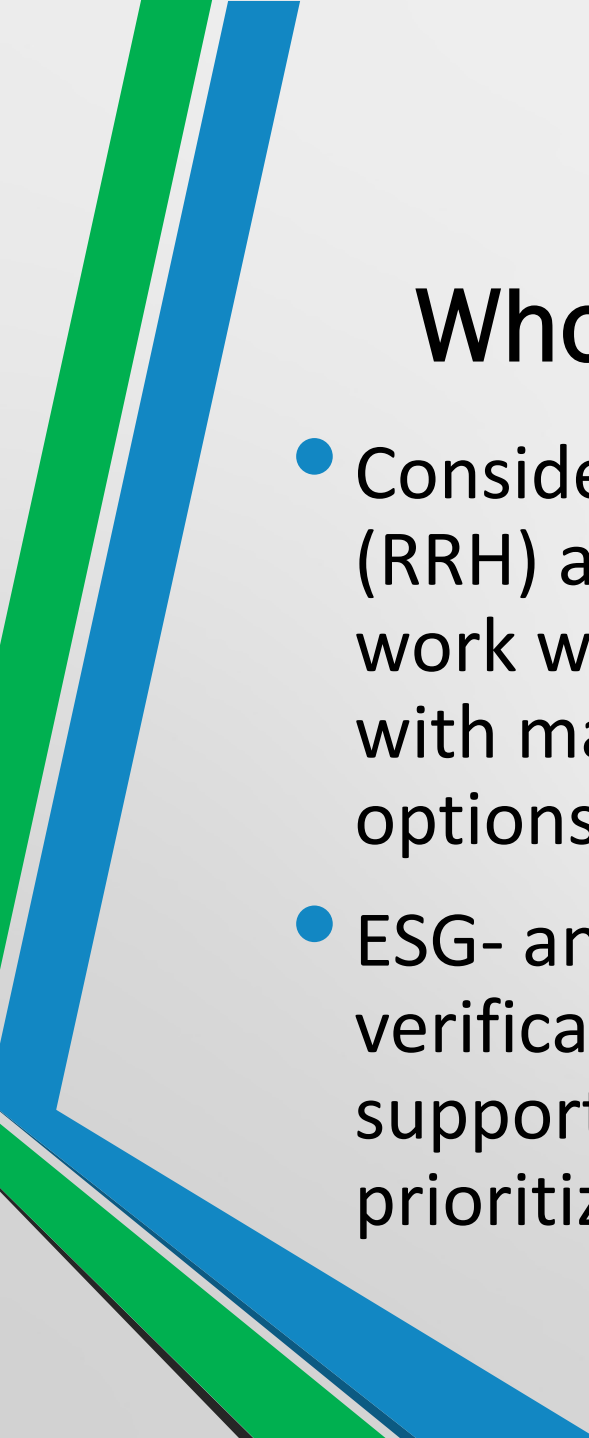# Ensure Access for People Experiencing Homelessness

- Households who reside in congregate and non-congregate shelter, unsheltered situations, and are at imminent risk of homelessness may need additional support accessing EHVs, especially if they are not already connected to the community's coordinated entry system.

- Consider expanding outreach and engagement with these populations, especially in communities without coordinated street outreach, by engaging new/different partners like emergency responders, justice and carceral systems, community and civic-based organizations, and faith-based organizations.

Ensure Access for People
At Risk of Homelessness

- This category includes (1) households with less than 30% Area Median Income (AMI) without resources to prevent homelessness and are experiencing active housing instability, (2) unaccompanied youth and children, and (3) households with children and youth defined as homeless under the McKinney Vento Homeless Assistance Act.

- Many communities have prioritized assistance for at-risk households using [Emergency Rental Assistance](#) and [ESG Homeless Prevention funds](#). EHVs can assist communities by providing permanent housing vouchers to these households.

- Collaborate with ERA and ESG recipients, youth and child providers, and school systems to ensure everyone is aware of and has access to EHVs.

Ensure Access for People
Fleeing Domestic Violence, Dating Violence, Sexual Assault, Stalking, and Human Trafficking

- To keep survivors safe, CE processes must address how all people will have safe, confidential access. This includes providing a private physical space for collecting data and providing referrals.

- Survivors may choose not to disclose information about violence. By giving people an opportunity to disclose as part of the CE process, staff are communicating that sexual assault, domestic violence, and trafficking issues are priorities.

- Consider "out-of-the-box" approaches such as virtual opportunities and resources for groups, peer-to-peer sessions, spiritual connections to faith communities to support families during crises, and online educational support for parents with children (virtual vs. place-based education, resources, etc.)

- Serving Survivors through Coordinated Entry

- Coordinate Entry and Victim Service Providers FAQs

Ensure Access for People
Who Recently Experienced Homelessness

- Consider your community's inventory of Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH) programs and work with those providers to ensure effective communication with management, staff, and participants about the available options.

- ESG- and CoC-funded projects should have eligibility verification, data, and case notes as well as relationships to support engagement and follow-up as participants are prioritized and if they accept an EHV opportunity.

Access for Wait-Listed Households

- PHAs must inform households on their waiting list of the availability of EHVs by, at a minimum, either posting the information to their website or providing public notice in their respective communities. CoCs and PHAs must collaborate to ensure effective communication of how to contact the CoC or other referral partner to be assessed for eligibility for EHV assistance.

- If PHAs have a preference for victims of domestic violence or homeless households, they must refer those applicants on their waiting list to the CoC or referring partner.

- CoCs can assist by ensuring online, telephone, and in-person access to the assessment process and clearly communicate changes to PHAs and partnering agencies.

Assessment

Assessments are a Process, Not a Tool

- Assessment is the process of gathering information about strengths, needs, and barriers to housing for applicants. The CoC Program interim rule requires the use of a "comprehensive and standardized assessment tool," but it is important to note assessment tools should only be used as an information gathering instrument that is part of a process.

- Many CoCs have recently updated their processes in response to COVID-19 and to advance racial equity.

- CoCs may need to further revise their assessment process to accommodate EHVs, since they may not currently have a way to assess certain eligible populations, such as people who were recently homeless.

Targeted Assessment Approaches Based on Prioritized Populations

- CE assessment tools, policies, and procedures must be steeped in each community's local context. Communities can use factors such as rates of civic participation, incarceration rates, and area median income to identify geographic areas that need targeted strategies best informed by residents.

- Protected classes cannot be used as the sole basis for decisions on housing. Ensure assessment questions account for the different experiences of vulnerability and barriers facing racial and ethnic groups. The way they assess clients' needs and assign a weight or score to those assessment responses in the prioritization process must consider the full depth and breadth of these intersecting experiences and vulnerabilities.

Eligibility and Other Screening

- The assessment process can be used to begin documenting eligibility. Presumptive eligibility should inform next steps for document collection.

- Take advantage of the more permissive policies for EHVs versus the regular Housing Choice Voucher (HCV) program. Ensure everyone understands the PHA's prohibitions and work with staff to design strength-based processes for collecting information that could be used to an applicant's benefit.

- For more, join the 6/1 Making the Most of EHV Waivers webinar

Assessments for People Experiencing Homelessness

- CE assessors should work directly with outreach teams, housing providers, people with lived experience and other relevant groups to discuss how to streamline connections to EHVs. This may include conducting assessments where people are whether in shelters or unsheltered.

- Consider that many assessments may be designed to determine which households need permanent supportive housing (PSH) and which do not. EHVs do not come with supportive services attached so communities should work with local stakeholders to build a package of services and carefully assess this population for need to ensure an adequate match between the household's desires and needs and what the EHV program will offer.

Assessments for People At-Risk of Homelessness

- Targeting at-risk populations requires identifying factors within your community that lead to homelessness and developing an assessment tool to determine who will be served and what kind of assistance they will receive.

- Assessments for at-risk populations should focus on information that is timely and relevant to the current housing situation such as current housing options, household income and expenses, or a need to move to new housing or even a new community.

- In assessing at-risk populations, CoC and partner agencies should consider and understand what other resources may best serve a household before referral to an EHV. ESG-CV, CDBG-CV, SSVF, TANF, and ERA can be helpful resources for at-risk populations, depending on need and the community's resources.

Assessments for People Fleeing Domestic Violence

- People facing a flurry of assessment questions may not tell their whole story. Intimate traumas can be extremely hard to disclose to a stranger even when seeking help. Assessments must be trauma-informed to increase the likelihood of disclosure and accuracy of any assessment.

- A brief but focused conversation with survivors can cover the topics most relevant to choosing strategies likely to lead to safe and stable housing. The Domestic Violence and Housing Technical Assistance Consortium offers a decision tree for assessing and appropriately responding to the housing needs or survivors.

- For more, [Transforming Our Coordinated Entry Systems to Increase Survivors' Access to Housing Options](#) (NASH) and [Determining Housing Needs for DV/SV Survivors](#) (Safe Housing Partnerships)

Assessments for People Who Recently Experienced Homelessness

- Create a fair and transparent process that lets eligible households opt in to be assessed, and removes the possibility of staff bias influencing which households get access to resources

- Assess households for EHVs as well as other resources that might be available to help them achieve long-term housing stability

Assessments for People Bridging Out of RRH

- Assessment processes can work to identify factors that indicate that households need continued rental assistance to achieve long-term housing stability, such as their income, if they have previously experienced multiple episodes of homelessness, and if they have previously been evicted.

- Assessments may also consider if a household is likely to need intensive services to retain housing, which could indicate that they may be better suited for a transfer to PSH.

Moving On Assessments

- Assessment tools can provide objective standards to guide discussions about what it takes to maintain housing stability without PSH services and how tenants are currently doing in these areas.

- For more on Moving On Assessments including example tools, see the following resources:

  - [Moving On Webinar Series: Moving On Assessment Processes](#)

  - [Moving On Services Guide](#)

  - [CSH Moving On Toolkit](#) Chapter 4: Outreach, Engagement, and Assessment

Moving On Assessments: Factors to Consider

Housing Stability	Finances	Supports and Services
• Household's demonstrated ability to pay rent and utilities on time • Lack of lease violations • Long history of tenancy	• Does income cover rent, bills and other expenses? • Does the tenant have sufficient income to cover expenses after Moving On? • Assess credit	• Household requires minimal or no services OR • Household is connected with community-based providers that meet all of their needs

Assessment Design and Action Steps

- Develop and provide appropriate training and support to leadership and staff administering the CE process.

- Conduct a [Racial Equity Impact Assessment](#) to determine how different racial and ethnic groups may be affected.

- Develop standard equitable questions that capture the unique vulnerabilities of people with lived experience, Black, Indigenous, and people of color, and people with disabilities. Focus particularly on vulnerabilities of people facing high COVID transmission and health risks.

- Listen to people experiencing homelessness and include their experiences in the assessment, whether through quantifiable factors (moves, length of time homeless) or qualitative with case notes (past engagement with social services, expressed fears and desires).

- Ensure representative staffing and culturally responsive organizations.

- Examine assessment outcomes between white versus Black, white versus Indigenous, white versus people of color, and non-Latinx versus Latinx.

Making Successful Referrals

Referral Systems

- As needed, update your referral system to make it as simple, fast, and easy as possible to get referrals to the PHA.
  - If you haven't already, start talking about what technology your PHA and CoCs can use for referrals.
  - If there is a current CE referral system in use, identify strengths, weaknesses, and opportunities to innovate for EHVs.
  - Referrals should be process-dependent, not people-dependent.
  - Identify and incorporate flexibility in areas where documentation and eligibility requirements can be reduced.

Referral System Considerations

- Balance urgency with an ongoing, equity-based analysis of CE access and assessment processes to ensure you have a sufficient pool of applicants that meet your local priorities before initiating referrals

- Set a schedule and transparent deadlines for reviewing assessments and batching and sending referrals to PHA

- Create or repurpose implementation or case conferencing meetings to review by-name lists or applicant pools and problem-solve bottlenecks

  - Consider tracking CE flow at key points, including access point engagements, CE assessment completion, status of required documentation, referral status, and housing placement.

Coordination

- The MOU should identify services provided to assist EHV applicants and participants, including what is offered to ensure that referrals are successful.

  - Identify timelines, process, and partners for referrals.

Coordination - Warm Transfer

- Assign Ownership for Follow Up

  - All partners should be clear on who has responsibility at different stages of the referral and lease-up process, and whenever possible providers should ensure a warm transfer by introducing the client to whoever they will be working with on the next steps

- Provide information on next steps

  - Ensure that participants know when they should expect to hear from someone, where can they go for questions, what to do if something changes, etc.

Key Considerations for Referral Follow-Ups

- Eligible households may not have consistent contact information or access to technology. Make plans for addressing their needs by identifying partners, technology, and locations that households can use to make contact or to be contacted.

- Document "readiness" - the collection of required documentation for eligibility - should be the responsibility of the process, not the participant. Plan for how documents will be collected/recorded and by whom and identify how documents will be shared between participants and partners.

Successful Referrals

- Ensure participant preferences, required accommodations, and housing choice are being met.

  - Work with people with lived experience to create easy-to-understand materials explaining EHVs to potential participants.

  - Ensure that front-line staff are prepared to help prioritized households understand what the EHV program is, what other housing options they may have, and make an informed choice about whether an EHV is the right option for them at this time.

Preparing for Unsuccessful Referrals

- As you do for other CE referrals, consider and plan for what happens in various situations such as if:

    - A household prioritized for referral cannot be located

    - A tenant refuses the offer of an EHV referral

    - The PHA denies assistance to an EHV applicant household

    - An EHV household and the provider supporting them with housing navigation services is unable to identify a unit within the search term

    - An EHV household becomes at risk of program termination

Implementation and Improvement

Interagency Coordination

- A person-centered approach both internally and externally is important for advancing equity. The partnership's successes or failures will affect participants directly; be prepared for opportunities to learn and grow together.

- Communication is critical. Ensure that all MOU parties know the key points of contact for each partner both at leadership levels as well as for day-to-day operations challenges.

Implementation of EHV-Related CE Changes

- After conducting the intensive work to plan for and implement CE changes, merge and simplify your leadership team(s) and staffing. Ensure there is still an inclusive core team responsible for monitoring, evaluating, and adjusting.

- Utilize an existing continuous quality improvement process, or create one, to assess data continuously, identify challenges early, and problem-solve them together.

- See Chapter 4 of the [Coordinated Entry Management and Data Guide](#) for more information on evaluating CE.

Data

- [Collecting complete and accurate data](#) is a core element in ending homelessness.

- Implement a [data-sharing agreement](#) that allows PHAs, CoCs, and other partners to collaborate more effectively. A data-informed approach, using shared data, helps each party equitably and effectively serve households experiencing or at risk of homelessness.

- Collect and analyze data on referrals, program outputs, and outcomes and compare to goals set in the MOU.

- [Use the data you have to advance equity](#). Disaggregate data by race and ethnicity to understand any inequities.

Q and A with HUD

Next Steps – What to Do Now

- PHAs were required to respond to HUDs notification **by May 24, 2021**

- PHAs and CoCs to begin partnering conversations

  - PHA and CoC and other community partners determine the best use and targeting for the vouchers along with other resources available in the community (See 5/18 Strategy for Targeting EHVs and Related Resources webinar)

  - PHA and CoC discuss roles and responsibilities for EHV implementation, identify and reach out to other key community partners, establish infrastructure for program implementation, identify gaps and how to address

  - Review sample MOU and/or existing PHA-CoC MOU and adapt for EHV

- PHAs must enter into an MOU with a CoC no later than **July 31, 2021**

Reminder - Next Webinar

Date/Time	TA Topic
May 11 3-4pm EDT	EHV Program Overview
May 12 2:30pm - 4pm EDT	EHVs for CoCs
May 13 3pm - 4:30pm EDT	Partnerships for EHVs
May 18 3pm – 4:30pm EDT	Strategy for Targeting EHVs and Related Resources
May 20 3pm – 4:30pm EDT	Pairing Services and EHVs
May 25 3pm – 4:30pm EDT	Coordinated Entry and EHVs
June 1 **3pm – 4:30pm EDT**	**Making the Most of EHV Waivers**

Resources

PIH Notice 2021-15: https://www.hud.gov/sites/dfiles/PIH/documents/PIH2021-15.pdf
HUD EHV webpage: https://www.hud.gov/ehv - FAQs Published 5/19/2021

EHV Email Box: EHV@hud.gov

Continuum of Care – HUD Exchange: https://www.hudexchange.info/programs/coc/

PHA Contact Information:
https://www.hud.gov/program_offices/public_indian_housing/pha/contacts

PIH HCV Landlord Resource Page:
https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/landlord

CoC and PHA Collaboration: Strategies for CoCs to Start the Partnership Conversation:
https://www.hudexchange.info/resource/4486/coc-and-pha-collaboration-strategies-for-cocs-to-start-the-partnership-conversation/

Thank You!